

The SouthEast Resource Development Council ('SERDC') implemented Konect Elite and Microsoft® Windows® Server 2008 Terminal Services to centralize the management and delivery of business data and applications to branch offices for remote workers.

CASE STUDY

Client
SouthEast Resource Development Council ('SERDC')
<http://serdc.mb.ca>

Industry
 Non-Profit Organization

of Employees
 100+ employees

Server Environment
 Microsoft® Windows® 2008 Server

Client Environment
 Microsoft® Windows® XP Professional, Windows 7

Applications
 ACCPAC CRM



Business Challenges

- Needed to centralize and simplify application & data management & delivery to employees
- Needed to provide remote access to users working from branch locations or remotely
- Needed real-time availability of applications and data
- Needed to protect existing client software investments
- Needed to minimize employee learning curve for user interfaces

Solution

- Konect *Elite*™
- Microsoft® Windows® 2008 Terminal Services

Results

- Centralized application management and delivery of applications
- On-Demand access to applications anywhere, anytime, using any device
- Seamless end user experience, regardless of client device
- Increased employee productivity & overall business performance
- Seamless scalability for future growth

Challenge

The SERDC operates across rural and northern Manitoba in Canada as a grass-roots driven program created to strengthen its members' rural economies by sharing common resources and assisting in community economic development. With many disparate office locations across Manitoba and an increase in remote and mobile workers, the need to centralize delivery and access of key applications and data resources had become a primary requirement for ongoing business operations. IT efficiency for supporting and maintaining this IT infrastructure was also a key component.

In addition, with various end user client operating systems ranging from Microsoft XP, and now Windows 7, ensuring users had a consistent user access experience regardless of location, device or client OS, was a key requirement.

Solution

With the implementation of Konect *Elite* and Windows Server 2008 Terminal Services, SERDC was able to centralize all their universal business applications and data resources, as well as manage and distribute these applications and data resources to select users for branch locations and remote employees.

Whether at a branch location, or on the road, applications could be accessed seamlessly with a consistent user access experience from their XP or Windows 7 desktops, laptops or netbooks.

Results

SERDC employees are no longer limited by applications and data resources that are locked to one office location, desktop or device. This, in turn, has radically improved overall business performance and productivity.

In addition, with a single point delivery of applications and updates, IT management has become radically simplified and cost effective, thereby increasing IT efficiency considerably.

SouthEast Resource Development Council
 The SouthEast Resource Development Council (SERDC) is a regional based organization assisting the 9 First Nation communities and businesses affiliated with sharing resources where it is beneficial to each member.

"With a consolidated, centralized, application delivery and management system now in place, using Konect Elite, our employees can work effectively and efficiently – saving us a considerable amount of money, time and headache."

Siam Madansingh
 Director of Operations SERDC



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About DPD Software, Ltd.
 DPD Software Ltd. delivers IT solutions designed to address your business needs - be it a web based solution or a software integration solution built from custom and/or "off the shelf" tools. Over the years DPD Software has gained considerable experience as a result of its direct involvement in the deployment of systems for a wide range of businesses in all business verticals.

"A simplified & cost effective alternative to other vendor solution offerings, Konect Elite remains our connection broker of choice for customer implementations!"

Wayne Dizney, President
 DPD Software, Inc.
<http://www.dpdssoftware.ca>

About desktopsites

desktopsites is a leading developer of innovative and cost effective application and desktop virtualization solutions for small and mid-size businesses ("SMEs"). desktopsites Konect *Elite*™ is a Windows® application and desktop virtualization solution that centralizes application and desktop management and delivers applications to physical or virtual desktops on-demand to users anywhere using any PC, thin client, laptop or netbook.



ISV/Software Solutions

